MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

BAC4624 – ADVANCED ACCOUNTING INFORMATION SYSTEMS

(All Sections / Groups)

8TH FEBRUARY 2023
09.00 a.m – 12.00 p.m
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 4 pages excluding cover page with 4 Questions only.

2. Answer all **FOUR** questions. Mark distribution for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

The Cyclone Veterinary Hospital is run by CEO, Dr. Sue Grainger, and her associate veterinarians. She describes her daily activities as follows: When an appointment needs to be made, a customer complete an application form in the online system. The form includes appointment number, pet parent identification number, pet identification number, appointment date, and services they require (e.g., routine exam, vaccination, a surgery, etc.) along with any specials needs for each service. If the customer is a new customer, the "parents" of the pets (hereafter, pet parent) are required to complete a customer form. This customer form includes parent identification number, parent name, address, day phone, night phone, and email. They are also required to provide the information about each pet, as some people own many pets: pet identification number, pet name, breed, color, and birth date. The forms are stored into the pets file and application file, respectively, by the clerk. In addition, after the appointment process is completed, an appointment confirmation is automatically generated and the clerk sends the application confirmation to the pet parents' email.

When the pet parents and their pets visit the Cyclone Veterinary Hospital on their appointment day, the medical records of the pets (extracted from the service file) and the veterinary will prepare pet examination form and retrieves the information from the application file. The veterinarian then examines the pet and, completes the pet examination form. The form includes exam number, weight, height, heartbeat, temperature, symptom, actual hours spent for each service, diagnosis results of each service, and the quantity of each medication, if any. The form is then saved into the pets' file and updated in the service file.

The system then prepares an invoice and the office clerk prints the invoice for the pet parents based on the pet examination form. A copy of the invoice is saved to the invoice file. When a payment is received, the clerk stores the cash into the cash register and prints a receipt based on the invoice records to be handed to the pet parents. The clerk then saves a softcopy of the receipt to the payment file and updates the pet's file.

Required:

a) Prepare a context diagram for the pets booking process. (4 marks)

b) Prepare a Level-0 DFD to document the above booking process. (9 marks)

c) Prepare a system flowchart for the above booking process. (12 marks)

(Total: 25 marks)

Continued...

QUESTION 2

a) Management would like you as the project manager to collect data to identify how the company's credit approval process for new customers is supposed to be conducted. Discuss which information gathering technique would be most appropriate and justify your answer. Include **TWO (2)** drawbacks as well to this technique.

(10 marks)

b) Individuals participating in systems development are change agents who are continually confronted by resistance to change. Briefly explain **THREE (3)** major forms of this resistance that can be observed in a disgruntled employee.

(6 marks)

c) The data contained in the table below refers to a project that contains 10 activities. Based on the details of the activity, precedent activities and time estimates, determine the following:

i. Construct an Activity on Arrow PERT diagram.

ii. Identify all possible paths through the diagram, including how long each path takes.

iii. Identify the critical path and how long it takes. If there is a delay in the critical path, what action should be taken?

iv. What is the effect on the critical path if Activity G experiences 2 days of unplanned delays; and Activity D is able to be completed in 14 days?

Activity	Activity Description	Immediate precedent	Time taken (days)
A	Prepare foundation	-	7
B	Make and position door frames	-	2
C	Lay drains and floor base	-	15
D	Install service and settings	A, B	18
E	Erect walls	D	10
F	Plaster ceilings	E	2
G	Erect roof	D	5
H	Install door and windows	G	8
I	Fit gutters and pipes	C, F	2
J	Paint outside	H, I	3

(9 marks)

(Total: 25 marks)

Continued...

QUESTION 3

Jamal joined Berry Good Bhd as their Head of IT Department. The company specialises in providing bus rides from various hotels in Melaka to famous tourist spots. Currently, all hotels' customers need to purchase the tickets at the counters located at the dedicated hotel they are staying. Last month, the top management has instructed the IT team to get ready with online ticket purchase. Jamal intends to send out a Request for Proposal (RFP) so that this new project can be ready as per the management's direction.

Required:

a) Explain **TWO (2)** challenges that Jamal may be facing when he drafts the RFP. (4 marks)

b) Earlier this week, Jamal decides it is a great strategy to send the RFP to vendors from five different companies. Support his decision with relevant justifications. (5 marks)

c) Explain **TWO (2)** challenges that Jamal may have to face when he received RFP from the vendors. (4 marks)

d) Before Jamal managed to send the RFP to all the 5 vendors, the top management instructed Jamal to send the RFP to only one vendor that they have identified. Justify with **THREE (3)** reasons why the management suggest proceeding with this approach. (6 marks)

e) Supposed the vendor managed to fulfil all the requirements listed in the RFP, justify with **THREE (3)** reasons why the vendor still need to prepare a prototype for the online system. (6 marks)

(Total: 25 marks)

QUESTION 4

Medic Bhd is a local pharmaceutical company that has 30 branches all over Malaysia. Last week, the top management has approved the proposal to develop a new tailor-made system that was submitted by TR Consulting. The new system, which will focus on payroll and employees' attendance is estimated to take 18 months to complete. However, this does not include the duration for the conversion phase.

The company needs to decide which conversion approach they would like to proceed with. These are the choices:

- Option 1 : Pilot conversion, which will cost them an additional RM30,000 with a duration of 6 months.
- Option 2 : Phased-in conversion, which will cost them an additional RM60,000 with a duration of 3 months.

Continued...

Required:

a) Explain the difference between the implementation and conversion phase. (2 marks)

b) Supposed the Head of IT is very much agreeable to proceed with the phased-in conversion. Determine **THREE (3)** reasons for his choice. (9 marks)

c) However, if the Head of IT is to change his mind and choose to proceed with the pilot conversion, determine **THREE (3)** reasons for this new choice. (9 marks)

d) Supposed Medic Bhd has only one branch instead of 30 branches, and the TR Consulting offers to do the direct conversion approach, would you go ahead with this approach? Justify your reasons. (5 marks)

(Total: 25 marks)

End of Page